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Mt. Carmel-Zion United Church Accessibility Standards Policy Statement

Morrison, Ontario

Effective January 01, 2012



This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

1. Our Mission

Mount Carmel-Zion United Church, together with God and the Word,
aims to provide a caring community where everyone is welcome.

Where people of all ages can worship, enjoy fellowship,
study and grow in faith and ministry.

2. Our Commitment

In fulfilling our mission, Mt. Carmel-Zion United Church strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

3. Providing Programs, Goods and Services to People with Disabilities

Mt. Carmel-Zion United Church is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Worship
- Children's Programs
- Social Events – By renting facilities

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will provide publications in formats that are accessible for people with disabilities.

We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We are committed to providing accessible telephone services to our participants.

Communication will be considered in a manner that takes into consideration the person's disability. Staff/volunteer will receive appropriate training and will offer to communicate with participants by other manner that will be more suitable to the individual and within the means of the accessibility committee.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs, goods and services.

We will ensure that people are permitted to use their own personal assistive devices to access the sanctuary for worship and other applicable programs, goods and services.

We will familiarize ushers and other staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.

Morrison Mt. Carmel-Zion United Church will provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services.

o Ushers and other staff/volunteers will be trained on how to use the assistive devices available on our premises, including:

- Large print bulletins
- Large print hymnals
- Accessible entrance doors
- Steps have been painted with Yellow Line on tread edge
- Audio Sound system
- Designated wheel chair parking spots

Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board/Council.

3.4 Accessibility Committee

Mt. Carmel-Zion United Church is committed to having an Accessibility Committee that will be a sub-committee of the current Property Committee. This sub-committee will oversee all issues relating to accessibility in consultation with the minister and the church council.

The Accessibility Committee will have several roles:

- o The committee will establish policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- o The committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
- o The committee will coordinate accessibility training and training materials for all relevant staff and volunteers.
- o The committee will ensure that assistive devices provided by our church are in good working order and that requests for assistive devices are met, as per approval from the Board/Council.
- o The committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

4. Use of Service Animals and Support Persons

We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.

We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal.

We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Mt. Carmel-Zion United Church premises with his or her support person.

Admission and/or other fees will be waived for a support person who accompanies a person with a disability.

5. Notice of Temporary Disruption

Mt. Carmel-Zion United Church will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with

disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by agreed upon procedures.

6. Training for Staff and Volunteers

Mt. Carmel-Zion United Church's Accessibility Officer/Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

Individuals holding the following positions will be trained:

- Personnel
- Ushers
- Children's Programs
- Mission and Outreach Committee
- Ways & Means Committee
- Worship Committee
- All Congregants will Be Informed of Accessibility Policy (Print Copy / Website)

7. Feedback Process

The ultimate goal of Mt. Carmel-Zion United Church is to meet and surpass expectations while serving participants with disabilities.

Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

Where possible feedback regarding the way Mt. Carmel-Zion United Church provides programs, goods and services to people with disabilities can be made by completing a Participant Feedback Form.

All feedback will be directed to the Accessibility Committee.

Participants can expect to hear back in a timely fashion or once a resolution has been reached.

Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented by the Accessibility Committee and made available to the congregation.

8. Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.

Any policy of Mt. Carmel-Zion Name United Church that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Accessibility Committee Chair.

Participant Feedback Form

Thank you for attending Mt. Carmel-Zion United Church. We value all people and strive to meet everyone's needs.

Please tell us the date and time you attended Mt. Carmel-Zion United Church:

Did we respond to your needs today (Circle one)? Yes No

Were our programs and services accessible to you? (Circle one)

Yes Somewhat (please explain below) No (please explain below)

Were our programs/service provided to you in an accessible manner (Circle one)?

Yes Somewhat (please explain below) No (please explain below)

Please add any other comments you may have:

Thank you

Accessibility Committee Member

Record of Participant Feedback

Date feedback received: _____

Name of participant (optional): _____

Contact information (if appropriate)*:

Details:

Follow-up:

Action to be taken:

Accessibility Committee Member: _____

Date: _____